

## State Mail Services (SMS)

State Mail Services provides full-service mail processing and distribution for all state agencies along the Wasatch Front. These services are designed to maximize postage and processing savings as well as efficiencies for our customer agencies. SMS offers high-speed automated bursting, addressing, folding, inserting, metering, and presorting and barcoding services. In addition, SMS' mail distribution services are used by all state agencies for interagency mail distribution, accountable file transfer, and special deliveries.

### Mail Distribution Program

The state's mail distribution program provides state agencies a postage-free method of sending interagency mail and correspondence to other agencies along the Wasatch Front (next-day delivery is guaranteed). In addition, many SMS customers use this service as a cost-free alternative to USPS Certified and Registered mail to send items such as case files. This service is more fully discussed below.



For a complete list of delivery stops and times, visit our web page at <http://purchasing@utah.gov>. Consult this list whenever mailing to a state agency and use this service instead of the USPS.

### Guidelines for Preparing Interagency Mail

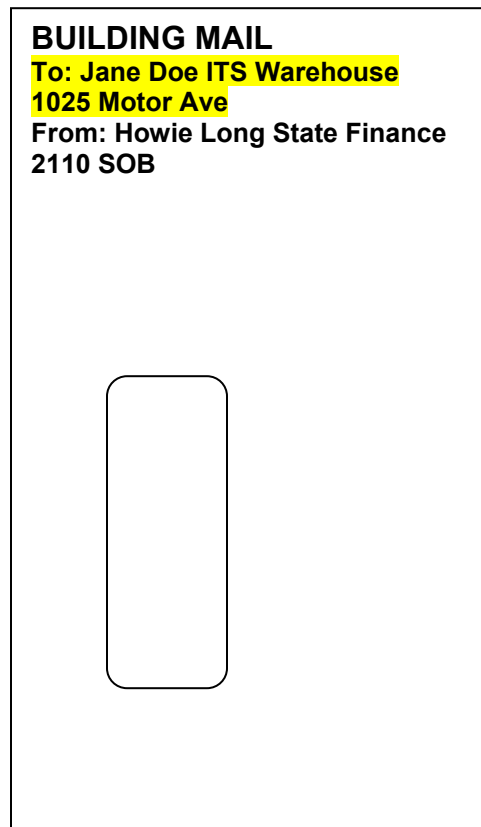
1. **Holey Joes.** Use and reuse Inter-Department envelopes (Holey Joes). To avoid confusion, when addressing a used "Holey Joe", blackout the last completed address line.
2. **Addressing.** Address "Holey Joes" as carefully as you would address a letter for the US Postal Service. Clearly and completely enter both the sender's and the recipient's name and address information. Many agencies have Finance, Personnel, Accounting, etc. sections. Enter the Department or Division information in addition to the building information on the "Holey Joe". Please limit the use of abbreviations.

### Below is an example of proper addressing of a "Holey Joe"

A customer at State Finance is sending a "Holey Joe" to another customer at the ITS Warehouse. The addressing would be as follows:

DATE	DELIVER TO	DEPARTMENT	SENT BY	DEPARTMENT
9/9/02	Jane Doe	ITS Warehouse 1025 Motor Ave	Howie Long	State Finance 2110 SOB

3. **Plain Envelopes.** “Holey Joes” should be used when sending inter-agency mail. If this is not possible, however, a #10 or Flat envelope can be used only if the following addressing standards are followed.
- a) Apply the address parallel to the short end of the envelope.
  - b) Apply the address at the top of the envelope.
  - c) In large lettering, write **Building Mail** along the top of the envelope and highlight the destination (“To”) address



4. **Case Files.** The SMS mail distribution service should be used for inter-agency delivery of case files (instead of USPS Certified mail). This method is cost-free and will result in next day delivery. Simply apply a barcoded accountable mail slip (available from State Mail Services) to the “Holey Joe” or outer envelope. The courier scans the bar code when the piece is picked up and collects a signature when the piece is delivered. This delivery information is then downloaded into the tracking system.
5. **Appropriate Size and Strength of Envelopes.** The size and strength of the envelope must properly accommodate the contents. Failure to do so may compromise the envelope and the contents could become lost and/or damaged.

## Mail Preparation Requirements

**Bundling and Separation Requirements.** To eliminate processing delays, outbound mail must be bundled as follows, attaching a separate State Mail Authorization Card (SMA Card) to each bundle (excluding interagency mail).

1. **Computer Generated or Typed.** All standard letter-size mail addressed mechanically using appropriate font and addressing standards.
2. **Non-Readable (Hand Written) Mail.** All letter-size mail addressed in a non-readable font or handwritten. Because this mail is not eligible for postage discounts, handwritten and script and proportional fonts are discouraged for official state mail.
3. **Flats and Parcels.** All envelopes exceeding 6 $\frac{1}{8}$  inches high by 11 $\frac{1}{2}$  inches wide, and all packages, tubes, and boxes.
4. **Other.** Any mail that does not fit into the above three categories. This may include Certified or Registered mail (both require proper forms), FedEx, or Foreign mail.
5. **Stamped.** Letters that have been stamped by the sender.



### General Mail Preparation

1. **Mail Stop Location.** The mail pick-up spot should be located close to the building entrance.
2. **Large Mailings.** 24-hours advance notice for large or heavy mailings is preferred. This will enable SMS to send the appropriate staff and vehicles.
3. **Evening Deadlines.** In order to meet USPS deadlines, mail must be received at the SMS processing facility by 5:00 PM. Mail picked up by the SMS courier will be delivered to the USPS the same day!
4. **Envelope Facing.** In order to facilitate prompt and accurate processing, all mail must be **faced the same direction** within bundles or tubs/trays.
5. **Endorsements.** Envelopes with *Return Service Requested* and *Address Service Requested* endorsements must be bundled separately from those without endorsements or *Forwarding Service Requested* endorsement (Discussed below).
6. **Envelope Flaps.** All envelope flaps within a bundle must be either up or down, not mixed.
7. **Overstuffing.** Envelopes must be sufficient to accommodate the contents.

### State Mail Authorization (SMA) Cards

State Mail Authorization (SMA) Cards (issued by State Mail Services) are scanned and used to account for, and invoice, postage and processing fees. **Although SMS provides these cards, it is the customers' responsibility to ensure that the appropriate card is properly attached to each bundle or container of mail.** The security of these cards is the user's responsibility.

## Addressing For Success

SMS' automated mail processing programs save the state \$60,000 to \$100,000 in postage per month. These discounts (9.2 cents per letter) are possible because state mailers properly prepare their outbound 1 oz. and 2 oz. letter mail using the automation addressing standards discussed below.

**Address Placement.** The destination address block must be more than ½" from both side edges of the envelope and located between ⅝" and 2¾" from the bottom edge. No information or graphics (lines, logos, artwork, slogans, etc.) can be placed on the lower 2¾" of the envelope.

**Address Format.** It is crucial that the destination address (street address or PO Box number) appears on the line immediately above the city, state, zip code. For best results, always use the following format.

- Capitalize everything in the address.
- Use sans serif, non-proportional fonts. Arial and Courier 10-12 point fonts read best. Do not use bold, italics or underlining.
- Use two-letter state abbreviations (UT, NV, ID, CA, MO, etc.).
- Eliminate all punctuation except the hyphen between the zip code and plus-4. If abbreviations are used, use common abbreviations:

ST-Street	BLVD-Boulevard	CIR-Circle
CT-Court	DR-Drive	PKY-Parkway
AVE-Avenue	APT-Apartment	FL-Floor
- Left justify the address block.
- Use Black ink on white envelopes. Colored envelopes do not read well and do not accept meter ink well.
- Ensure that only the address information is visible in the window of window envelopes.

**Dual Address Format.** Both a Post Office box number *and* a street address are valid when addressing automation mail. However, mail will be delivered to the address on the line immediately above the city, state, zip line. For example:

Mail will be delivered here →  
JOE CITIZEN  
100 MAJOR ST  
PO BOX 200  
PORTLAND OR 97214-0200

**OR**

Here →  
JOE CITIZEN  
PO BOX 200  
100 MAJOR ST  
PORTLAND OR 97214-1000

**Note:** If the PO Box and the Street address are on the same line, the mail will be delivered to the PO Box.

**Ancillary Service Endorsements (Endorsements).** Endorsements are placed on envelopes to instruct the USPS what to do if the mail piece cannot be delivered as addressed. Endorsements should only be used with First Class Mail. For automation purposes, only *Return Service Requested* (a free service which returns the mail piece to the sender with the corrected address information) and *Address Service Requested* (a fee service which forwards the mail piece and returns to the sender the corrected address information) are permissible.

#### *Endorsement Standards*

Must be printed in eight point type and appear in one of the following locations:

1. Immediately below the return address
2. Immediately above the delivery address
3. Immediately to the left of the postage area and below any rate marking
4. Immediately below the postage area and below any rate marking

Due to metering considerations, SMS prefers that our customers use location 1. In addition, a ¼" clear space must be maintained around the endorsement.